

**BIG SANDY RURAL ELECTRIC  
COOPERATIVE CORPORATION**

**FOR ALL TERRITORIES SERVED**  
PSC NO. \_\_\_\_\_  
REVISED SHEET NO. 8  
CANCELLING PSC NO. \_\_\_\_\_  
ORIGINAL SHEET NO. \_\_\_\_\_

**SERVICE PROCESS**

**16. APPLICATION FOR SERVICE**

Each prospective consumer desiring electric service will be required to sign the Cooperative's Membership Application, and sign a contract when necessary, before service is supplied by the Cooperative and provide the Cooperative with necessary easements or right (s)-of-way permits.

**17. REFUSAL OF SERVICE**

The Cooperative may refuse service to an applicant when the following situations exist.

- A. Dangerous condition exists.
- B. Fraudulent or illegal use of service.
- C. Non-compliance with Cooperative Rules & Regulations.
- D. When applicant refuses to provide reasonable access to premises.
- E. Non-compliance with State, local or other codes, rules and regulations that are applicable to providing service.
- F. When an applicant or consumer is indebted to the Cooperative for services furnished, until indebtedness is paid.

DATE OF ISSUE: \_\_\_\_\_ DATE EFFECTIVE: \_\_\_\_\_  
ISSUED BY: \_\_\_\_\_ TITLE: PRESIDENT & GENERAL MANAGER  
ISSUED BY AUTHORITY OF AN ORDER OF THE PUBLIC SERVICE COMMISSION OF KY  
IN CASE NO. 95-383  
DATED: \_\_\_\_\_

**BIG SANDY RURAL ELECTRIC  
COOPERATIVE CORPORATION**

**FOR ALL TERRITORIES SERVED**  
PSC NO. \_\_\_\_\_  
REVISED SHEET NO. 9  
CANCELLING PSC NO. \_\_\_\_\_  
ORIGINAL SHEET NO. \_\_\_\_\_

**18. DEPOSITS**

The Cooperative may require a cash deposit or guaranty, equaling (2/12) of an estimated annual bill of the applicant's service or a similar service if no history is available, to secure payment of bills except reconnections under the Winter Hardship Reconnection. Service may be refused or discontinued for failure to pay the requested deposit.

**A. Interest**

The deposit will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit and will be paid annually, in January, by credit to the customer's bill.

**B. Waiver**

The deposit may be waived for a residential service upon customer's showing of satisfactory credit and payment history at the Cooperative or the most current previous electric utility. They shall have been delinquent no more than two (2) times and no returned checks nor on cut off list in a twelve (12) months period.

**C. Refunds**

Required deposits may be refunded to residential customers who establish a satisfactory payment record for a period of two (2) years. They shall have been delinquent no more than two (2) times in the last twenty-four (24) months with no returned checks and not on the cut-off list. Upon termination of service, the deposit and any interest earned will be credited to the final bill and any remainder refunded to the customer.

**D. Additional Deposit Required**

If a deposit has been waived or returned and the customer becomes delinquent more than three (3) times in a twelve (12) months period a deposit be required. The Cooperative may require a deposit in addition to the initial deposit if the customer's classification of service changes or if there is a substantial change in usage.

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**FOR ALL TERRITORIES SERVED**

**PSC NO.** \_\_\_\_\_

**REVISED SHEET NO.** 10

**CANCELLING PSC NO.** \_\_\_\_\_

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**E. Recalculation**

The deposit will be recalculated every eighteen (18) months at the customer's request based on the customer's actual usage. If the deposit on account differs from the recalculated amount by more than ten dollars (\$10.00) for a residential customer or ten percent (10%) for a non-residential customer, the Cooperative may collect any underpayment and shall refund any overpayment by check or credit to the customer's bill. No refund will be made if the customer's bill is delinquent at the time of the recalculation.

**F. Forfeiture of Deposit**

If new service is requested and built and not connected to weatherhead within six (6) months, the member will forfeit the deposit and it will be applied toward the cost of constructing the line.

**19. BILLING SCHEDULE**

**1<sup>st</sup> of Month** - bills are sent electronically or by mail to members and are due immediately, net amount due.

**16<sup>th</sup> of Month** - bills are delinquent and gross amount due.

**The earliest of:**

- 27<sup>th</sup> of month or 10 days from date of delinquent notice.
- If bill is not paid, it is subject to be disconnected.

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**FOR ALL TERRITORIES SERVED**  
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**20. BUDGET PAYMENT PLANS**

**REGULAR BUDGET PAYMENT PLAN –**

The Cooperative has a budget payment plan available for residential customers whereby a customer may elect to pay a monthly amount for the budget year in lieu of monthly billings for actual usage. The monthly budget payment will be determined by the Cooperative based on a minimum of one-twelfth(1/12) of the estimated annual usage or levelized average of twelve months actual usage, subject to review and adjustment during the budget year. Settlement month shall be July.

**LEVELIZED BUDGET PAYMENT PLAN –**

The customer's account may be adjusted through a series of levelized adjustments on a monthly basis if usage indicated that the account will not be current upon payment of the last budget amount.

If customer fails to pay bills as rendered under either budget payment plan, the Cooperative reserves the right to revoke the plan, restore the customer to regular billing and require immediate payment of any deficiency.

Failure to receive a bill in no way exempts the customer from the provisions of these terms and conditions.

**21. CONSUMERS DESIRING SERVICE OR DISCONTINUANCE OF SERVICE**

Any consumer desiring service, discontinuance of service or changed from one location to another, shall give the cooperative three (3) days' notice in person, in writing, or by telephone provided such notice does not violate contractual obligation.

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